



25 Years  
Warranty  
Manual

barpa

# The Power of Connections

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## 1. About us

With extensive experience in the ICT sector, barpa is a leading manufacturer of structured cabling solutions, recognized for the reliability and excellence of its products.

Offering a comprehensive product portfolio that includes fiber optics, copper cabling, and racks, barpa stands out for its close relationship with customers, delivering solutions tailored to their specific needs.

Supported by a strong brand and a highly specialized team, barpa ensures accurate and detailed information across all its offerings, reinforcing its commitment to quality, innovation, and performance.



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## 2. Warranty Context

### 2.1 Partners

# The barpa partner program includes two types:



These companies act as local support within their territory, providing commercial and technical assistance. With extensive stock availability, they ensure a high level of service in the market.



These companies have extensive experience in project management, installation, and certification of structured cabling systems. Registered as barpa certified integrators, they continuously update their training to remain at the forefront of industry standards.

Participation in this program as a barpa Certified Integrator requires technical and training processes to ensure that every barpa solution is **correctly designed, installed, and tested.**

barpa reserves the right to **select** Certified Integrator agreements with companies exclusively focused on the installation of structured cabling, racks, and related infrastructures, ensuring they possess the necessary experience to implement barpa solutions.

The **mission** of a barpa Certified Integrator is to competently install and test network equipment, ensuring compliance with all requirements necessary for warranty issuance and strictly adhering to the standards described in this manual.

The Certified Integrator must complete a certification process that includes intensive initial **training**, followed by mandatory recertification every two years, ensuring continuous compliance with international standards and industry best practices.

## 2.2 Products

Products included in the barpa 25-Year Warranty Program cover fiber optic cabling solutions (cables, pigtails, and adapters), copper solutions (cables, keystone, and patch panels), and racks (Cetus, Norma, Crux, Pyxis, and Indus). These components are covered by the barpa warranty when installed in accordance with the defined technical requirements and in compliance with the conditions established in this manual.

Additionally, the technical data sheets of each product clearly indicate whether a specific product is eligible for the 25-Year Warranty Program.



Twisted Pair  
Copper



Fiber Optic



Racks and  
Cabinets

The list of products covered by the warranty is provided in **Annex 1**.

**Annex 1** may be updated at any time during the process and without prior notice.

In summary, the following product ranges are covered by the warranty. However, **Annex 1** and/or the product technical data sheet must be consulted to confirm whether the product is covered by the 25-Year Warranty.

Category 8		Fiber OM3		Cetus	
Category 7A		Fiber OM4		Norma	
Category 7		Fiber OM5		Crux	
Category 6A		Fiber OS2		Pyxis	
Category 6				Indus	

## 2.3 System

The 25-Year Warranty System is granted to fully installed barpa solutions. This warranty covers structured cabling network installations. It is only valid when the systems are designed, installed, and tested by a barpa Certified Integrator with up-to-date training.

The installation must comply with the national or regional standards applicable in the country where the project is executed. Using the European standard as an example, we have:

**Planning - EN 50173**

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**Project - EN 50174-1**

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**Installation - EN 50174-2**

**Operation - EN 50174-1**

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**Tests and Trials - EN 50346**

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**Earth Connections - EN 50310**

Therefore, tests will always be performed to ensure compliance with the applicable standards.

## 3. Warranty Terms

For a project to be validated and eligible for the 25-Year Warranty, the Certified Integrator must notify barpa during the initial phase of the project, ensuring proper technical monitoring throughout its execution.

This initial communication must include detailed information by completing the **Application Form (Annex 2)**, providing details such as the geographical location of the project and all technical documentation related to the structured cabling network, including: Bill of Specifications, network diagrams, location and layout of network racks, as well as any other elements considered relevant.

The formal warranty request must be submitted to barpa by the Certified Integrator via email, including the completed form (Annex 2) and the relevant documentation.

To ensure the quality and conformity of the components, as well as their correct application, all products must remain properly packaged in their original packaging until the installation date.

### 3. Warranty Terms (continued)

If the barpa Certified Integrator detects opened packaging or damaged products that are not their responsibility, they must immediately inform barpa of such occurrences. The detection of irregularities may result in the exclusion from warranty, depending on barpa's evaluation.

After the completion of the works, within a maximum period of 30 days, the Certified Integrator must send the following updated documents and technical records to barpa by email, in accordance with the requirements specified in **Annex 2**:

- Certification test results of copper and fiber optic links
- As-built drawings with the identification of network outlets
- Updated network diagrams (copper and fiber)
- Detailed photographic records of the network racks and cable pathways
- Bill of quantities of the installed materials
- Any other technical documentation that the Integrator considers relevant for the analysis

The barpa engineering department will review the submitted documentation and results within a maximum period of 30 days. If non-conformities are identified, barpa may request additional documentation or require modifications to the completed work for the warranty to be granted.

#### **If the project is approved for the 25-Year Warranty, barpa will:**

- Issue a final document and report to be signed by the Integrator, the End Customer, and barpa
- After signing, the 25-Year Warranty Certificate will be issued
- The Integrator and the End Customer will be notified within a maximum of 5 business days after the full completion of the process. The certificate will be sent by email to the Integrator and the End Customer and will remain stored in the barpa database for 25 years, together with all documentation used during the evaluation process.

It is important to highlight that the warranty will only take effect from the date the certificate is sent by barpa to the Integrator. In addition, barpa reserves the right to conduct technical inspections during the execution or after the completion of the project, whenever deemed necessary.

## 4. Warranty Continuity

In order to promote the reliability and longevity of the network infrastructure, barpa recommends conducting periodic audits **every two years**, starting from the date of issuance of the 25-Year Warranty Certificate.

Whenever performed, the audits must be carried out by the barpa Certified Integrator responsible for the warranty, preferably in the presence of the End Customer's network infrastructure manager. These audits aim to verify the integrity of the system, compliance with installation best practices, and the identification of any modifications or damage that may affect the continuity of the warranty.

After the audit, the Integrator must complete the Audit Form – Annex 3, attaching the corresponding photographic and documentary records, and send it to barpa for analysis and archiving.

Failure to perform the recommended audits does not automatically terminate the warranty, without prejudice to barpa's right to request technical inspections in the event of a claim.

### 4.1 Network Changes

If the system, after being properly installed and certified, undergoes any modifications or alterations, the Integrator Partner and barpa must be informed in order to assess the possibility of a warranty extension. The extension will only be applicable if the modifications involve barpa equipment.

Any alterations that do not include barpa-certified components, or that are carried out by a partner not certified by barpa, will result in the immediate termination of the warranty.

## 5. What the Warranty does not Cover

- Periodic maintenance and repair or replacement of parts due to normal wear and tear
- Malfunctions or damage caused by any factor not related to the product's manufacturing or design
- Repair or attempted repair by individuals who are not barpa-certified integrators
- Adjustments or modifications without prior technical approval from barpa (for example, product upgrades)
- Earthquakes, accidents, fire, negligence, viruses, liquids, flooding, excessive heat, inadequate ventilation, overvoltage or improper power supply, radiation, electrostatic discharge including lightning and electrical surges
- Abuse or misuse of the product for purposes other than those for which it was intended
- Opening the equipment without the presence of a barpa integrator partner
- Links for which certification test results were not submitted for warranty analysis
- Manipulated test results

## 6. Responsibility Exclusion

barpa assumes no responsibility for any alleged damages resulting from its products, including financial losses, loss of data, reprocessing of information, production downtime, system resets, or any associated operational interruptions.

## 7. Issues / Claims

### 7.1 Installation

If any problem arises during installation, it must be reported to the certified integrator and to barpa within a maximum period of 5 days for further analysis and resolution. Based on the cause of the problem, barpa will determine the most appropriate solution to ensure optimal performance and compliance.

### 7.2 During the Warranty

The certified integrator partner must send a detailed description of the issue, photos, and the certificate number. The partner must specify the tests performed, and barpa reserves the right to carry out an on-site visit, collect samples, and send them to its facilities.

### 7.3 Resolution

In the context of a claim under the 25-Year Warranty, a written technical report must be sent to barpa before the start or continuation of any repair work on the link or component considered defective.

After analysis and approval of the technical report, barpa may authorize the repair or replacement of barpa components, assuming the respective costs, provided that the intervention is carried out exclusively by a barpa Certified Integrator.

The costs associated with the intervention must be previously agreed between barpa and the Certified Integrator, with the execution of the work being conditional upon barpa's formal approval regarding the technical and financial scope of the intervention.

barpa reserves the right to define the most appropriate repair method and to request additional technical information or carry out an on-site verification, whenever deemed necessary. Without prior approval from barpa, any costs incurred will not be eligible for reimbursement.

## 7.4 Unjustified Claims

If any claim is deemed unjustified, the certified integrator partner must assume all costs incurred from barpa's analysis. The certified integrator is required to minimize costs for both parties as an ethical principle.

## 8. Warranty Transfer Process

barpa offers the possibility of a Warranty Transfer process in cases where the original Integrator has ceased providing services to both the client and barpa. In such situations, a new barpa Certified Integrator may be appointed by the End Customer to assume responsibility for the project under the 25-Year Warranty.

To facilitate the transfer, the new Certified Integrator must carry out an inspection or audit of the End Customer's installations and submit to barpa a detailed report on the condition of the structured cabling network. Based on this evaluation, the original warranty certificate, previously issued under the responsibility of the former Integrator, will be cancelled and replaced by a new certificate in the name of the newly appointed Integrator, ensuring the continuity of the warranty.

It is important to note that, while the warranty remains valid, the remaining warranty period will not be extended. Additionally, barpa holds no responsibility for negotiating the service terms between the End Customer and the newly appointed barpa Certified Integrator.

The warranty is issued exclusively to the legal entity of the End Customer stated in the initial certificate, and this party is not transferable.

## 9. Structured Network Certification

The certification of the structured cabling network is mandatory and constitutes an integral part of the 25-Year Warranty, in accordance with international standards. For this purpose, an appropriate certification tester, such as the Fluke DSX-8000, must be used to test all installed network points, both copper and fiber optic.

During testing, the equipment must be properly configured in accordance with ISO/IEC, ANSI/TIA, or CENELEC standards. In addition, the equipment must be properly calibrated and have valid calibration certificates, issued either by the equipment manufacturer or by an accredited certification body.

It is essential to ensure that the network infrastructure, including the organization and labeling of the racks, as well as cable routing, complies with the applicable international standards. Furthermore, the installation must follow the best practices covered during Integrator training sessions.

**For more information please contact your  
Account Manager or barpa's general contact channels:**

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[www.barpa.eu](http://www.barpa.eu)

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